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## ABSTRACT

A role playing exercise is presented that can be run either with or without video-tape depicting a problem student in a play-acted version. Suggestions are offered for organizing the exercise, which is a meeting of professors, a residence hall worker, the assistant registrar, a tutor, and possibly a college counselor. General instructions for role players are included. For each role player specific information is provided about himself and about what he knows about the underachieving student and other staff members.  
(JMD)

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# UTMU

## University Teaching Methods Unit

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University of London Institute of Education  
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HE 010 321

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THE UNIVERSITY OF BARCHESTER

THE CASE OF RUTH KERWIN

A role playing exercise of a departmental  
staff meeting discussing a problem student

Organiser's Copy

(This exercise is supported by a video-tape recording)

Case created by  
Dr Nicolas Malleson  
University of London  
Student Health Service

Produced as an exercise by  
David Warren Piper and Paul Terry

## The Case of Ruth Kerwin

### Note for Exercise Organiser

This exercise can be run either with or without the video-tape which depicts Ruth Kerwin (played by an actress) being interviewed for the college film-society newsreel. The interview does provide some insights and information on Ruth which does not appear in the written documents: therefore there is more to discuss and in some senses the case becomes rather more difficult.

The exercise can be seen in a number of ways. The following suggestions may help the first time you do it. After that a number of improvements will occur to you.

After explaining the broad purpose of the exercise to all participants the first step is to assign the roles to players. By all means ask for volunteers but we do suggest that the organiser takes some control to ensure that the players more or less correspond to the characters in age. The character of Tansy Summerday is optional. Hand each player the general sheet about the exercise and the individual instructions for the character he or she is portraying. Ask the players not to retire from the room to read their papers but they shall not talk to each other about their papers or their roles. While they are out of the room the rest of the participants can be told a little about the characters involved in the meeting. More important is to explain the three tasks that 'Henry Jones' has been asked to complete during the meeting.

Invite the role-players to make notes, the other participants may also make notes if they wish. At the end of the video-tape do not allow a general discussion between role-players and the other participants.

As the layout for the room to watch the video-tape will need to differ from that accommodating the meeting and the audience, it is easier to use two different rooms. If you want to use the exercise

to discuss the organisation and meaning of a meeting you may wish to allow 'Henry Jones' to organise the seating for his meeting. The only constraint is to leave room free for the onlookers (you may, of course, use closed-circuit television). During this time 'Jake Goldman' and 'Hilde Mayer' might be given five minutes to discuss the personal relationship between them so that during the meeting one does not floor the other by unilateral revelations. However one result of such a discussion may be that of over-emphasising the relationship between these two during the game.

The 'audience' may be left to simply view the meeting, or may be given specific analytic tasks to do (eg to analyse the topics discussed, or the skills of the chairman). Careful briefing will be necessary.

Give the players an exact time for starting the meeting and arrange the 'audience' after 'Henry Jones' has arranged the seating for his meeting but before the other players arrive. The way they arrive and how the meeting begins can then be made part of the simulation. If you are video-recording the meeting for later discussion try to make the cameras unobtrusive (we should also advise against the introduction of complicated systems of lighting and microphones).

During the meeting deter members of the audience from offering advice or in other ways joining in. After half an hour stop the meeting if it has not already concluded. Before starting the discussion get the role players to move away from their meeting space and join the 'audience'.

Discussion can centre on a number of distinct topics: the meaning of meetings; should meetings of this kind be held and if so who shall attend them; how well did the meeting succeed in the given task; the ethics of staff revealing what might be considered confidential information about students, other staff, or themselves; the part to be played by student counsellors; the responsibilities of university staff; the case of Ruth Kerwin herself. Each time the exercise is run the players and the audience are likely to emphasise different points.

One interesting variation if you have time and enough people is to run the meeting twice with different role-players (who have not seen the other team's performance).

If some members of the audience have been keeping a record of events or undertaking some simple analysis, it helps to have worked out beforehand how they can present their work to the rest of the group. Asking them to have recorded their analysis on an acetate sheet which may then be shown on an overhead projector is one way.

NB Please note that in this edition we produced only one copy of the General Introduction for Role Players. Each role player will need this sheet included in their individual papers. A copy of the class marks should be given to Professor Jones, Jake Goldman and Hilde Mayer.

An additional refinement would be to provide John Broadacre with a file on Ruth Kerwin which would contain notes referring to her medical history and her campaign on car-parking facilities.

## STAFF MEETING EXERCISE - RUTH KERWIN

### General Introduction for Role-Players

You will either have seen or are about to see a video-tape about Ruth Kerwin, a student at Barchester University. There follows a role-playing exercise in which you, among others, are invited to simulate a college meeting which has been called to discuss Miss Kerwin along with one or two other students whose work records have shown a marked decline. The meeting has been called formally by the Professor of the English Department, Professor Henry Jones, and is attended in addition by Jake Goldman, who is a lecturer in English Literature, Hilde Mayer, a lecturer in the German Department, Mary Wendsbury, who is the hostel warden of the women's Hall of Residence, John Broadacre, the Assistant Registrar, and Jenny Took, who is the tutor to women students. The meeting may possibly be joined also by the college counsellor to students, Tansy Summerday. You won't know whether or not she is going to be there until the meeting begins. Like each of the other participants in the meeting you will be given a piece of paper telling you what you know about Ruth Kerwin. You will have time to study this before the meeting begins. Once the meeting has begun will you please try not to refer constantly to that sheet of paper. The notes can only give you the briefest outline of your knowledge of Ruth Kerwin, which you will have to fill out for yourself in discussion. However please do not deviate too far from the notes or invent factors which conflict with them or which are likely to side track the discussion away from the issues stated or implied by your notes and by the video-tape. You need not use all the information given - it is for you to decide what to omit.

PROFESSOR HENRY JONES

You have called this meeting in order to discuss a number of students whose progress is giving rise to some concern. In this exercise we shall only be concerned with that part of the meeting discussing Ruth Kerwin, who is the first girl on your list. Her appearance on the list results directly from her poor examination results at the end of the second year which contrast with very good marks during her first year. Round the table you have:

Jake Goldman, who is a lecturer in English Literature in your Department. Ruth Kerwin has been in his seminar group since she first came to the university.

Hilde Mayer, who is from the German Department. She too has had class contact with Ruth Kerwin since she started at the university.

Mary Wendsbury is the warden of the hostel at which Ruth has stayed since she started at the university.

John Broadacre is the Assistant Registrar, who will have access to the university records on Miss Kerwin.

Jenny Took, who is the tutor to women students, has only been acting as tutor for one and a half terms.

Miss Summerday, if she turns up, is only slightly known to you.

Your first concern in the meeting should be to gather as much information as you can about Ruth Kerwin, helping everybody at the meeting to get as full a picture as possible of her. Your second task is to identify any additional information you think you need about her, and your third task is to identify a number of possible actions which may be taken in the university in response to Ruth Kerwin's apparent failure to live up to early promise. You should try to summarise the pros and cons of each of the possible actions which you think might be taken. There is no need for you to elect one of them as preferable to the others. You have allowed yourself an average of 20 minutes for each of the students that you hope to consider at this meeting. After half an hour you will be stopped, even if you have not by then completed your three tasks.

### About yourself

You are a middle-aged married man with a daughter at university, who is in the German Department. You tend to be easy-going, you are well-disposed.

### What you know of Ruth Kerwin

You interviewed Ruth, you liked her at once and you were impressed by her application in taking 'A' levels by evening work. You have not had much teaching contact with her yourself but in two seminars that included her you were impressed with her quick response, her grasp of the subject and her freedom from shyness and diffidence in joining in. Her comments were intelligent, critical, divergent rather than conformist, seeming something of a women's liberationist.

Ruth's main subject is English Literature (a three year course). Her class and examination marks during her first year were very high. This year they have been bordering on the 'fail' level. Her subsidiary subject is German (a two year course) in which her class-marks and exam results have been very inconsistent over both years. Occasionally she has carried very high marks, at other times she has failed to hand in any work at all. During the first year her marks in German were on average high enough not to prejudice the good English mark. This year, although they have not appreciably deteriorated, they only add to an overall impression of a poor academic performance.

(Not all the people at your meeting will be aware of these work and examination marks).

UNIVERSITY OF BARCHESTER ENGLISH DEPARTMENT  
STUDENT MARKS

| 1st YEAR    |             |             |             |             |        |  | 2nd YEAR              |                       |        |        |  |
|-------------|-------------|-------------|-------------|-------------|--------|--|-----------------------|-----------------------|--------|--------|--|
| ENGLISH     |             |             |             | GERMAN      |        |  | ENGLISH               |                       | GERMAN |        |  |
| Set work 1) | Set work 2) | Set work 3) | Set work 4) | Set work 5) | Exam 1 |  | Set work 6 (1st term) | Set work 7 (2nd term) | Exam 2 | Exam 3 |  |

All marks converted to following scale:

85 and above class 1  
75-84 class 2:1  
60-74 class 2:2  
40-59 class 3  
39 and below fail

|                      |    |    |           |    |    |    |    |    |    |             |    |    |    |    |    |    |
|----------------------|----|----|-----------|----|----|----|----|----|----|-------------|----|----|----|----|----|----|
| M Arnold             | 85 | 85 | 86        | 78 | 90 | 86 | 80 | 78 | 85 | 86          | 85 | 91 | 90 | 82 | 75 | 85 |
| R Bridges            | 59 | 55 | 60        | 53 | 52 | 55 | 45 | 48 | 40 | 58          | 59 | 55 | 48 | 39 | 45 | 40 |
| Emily Brontë         | 75 | 66 | 70        | 62 | 80 | 75 | 63 | 60 | 61 | 75          | 78 | 80 | 78 | 62 | 59 | 65 |
| Elizabeth B Browning | 75 | 60 | withdrawn |    |    |    |    |    |    |             |    |    |    |    |    |    |
| R Browning           | 68 | 70 | 68        | 62 | 70 | 65 | 59 | 45 | 60 | 64          | 62 | 60 | 55 | 55 | 51 | 61 |
| Emily Dickinson      | 58 | 53 | 60        | 52 | 65 | 53 | 41 | 40 | 41 | 48          | 51 | 50 | 45 | 39 | 41 | 40 |
| T Hardy              | 59 | 55 | 65        | 55 | 65 | 75 | 39 | 35 | 40 | 52          | 47 | 75 | 73 | 41 | 42 | 38 |
| G M Hopkins          | 85 | 76 | 78        | 70 | 85 | 85 | 80 | 86 | 86 | 85          | 87 | 78 | 89 | 82 | 79 | 86 |
| Ruth Kerwin          | 84 | 90 | 88        | 70 | 78 | 80 | 42 | 38 | 40 | 62          | NC | 55 | 61 | NC | 45 | 39 |
| Emily Lawless        | 48 | 53 | 60        | 55 | 45 | 50 | 48 | 55 | 60 | 43          | 49 | 40 | 42 | 39 | 41 | 45 |
| H W Longfellow       | 43 | 50 | 55        | 53 | 59 | 50 | 42 | 43 | 45 | 40          | 52 | 48 | 56 | 45 | 41 | 41 |
| Alice Keynell        | 48 | 50 | 50        | 49 | 45 | 38 | 50 | 48 | 40 | withdrew    |    |    |    |    |    |    |
| E A Poe              | 39 | 85 | 38        | 60 | NC | 74 | 38 | 39 | 70 | NC withdrew |    |    |    |    |    |    |
| Christina G Rossetti | 80 | 78 | 90        | 85 | 86 | 86 | 88 | 84 | 89 | 75          | 60 | 58 | 65 | 35 | 60 | 60 |
| A Tennyson           | 60 | 60 | 60        | 59 | 60 | 60 | 40 | 40 | 40 | 60          | 58 | 62 | 59 | 40 | 41 | 40 |
| F Tennyson           | 55 | 58 | 59        | 61 | 58 | 48 | 55 | 54 | 48 | 58          | 59 | 57 | 45 | 52 | 50 | 45 |
| W Whitman            | 35 | 37 | 42        | 72 | 40 | 38 | 38 | 35 | 32 | withdrew    |    |    |    |    |    |    |

Students must gain a pass in both English and German on mean score for each subject.  
Within each subject for each year a failure in the mean examination marks constitutes an over all fail unless each classwork mark is above 60

Not completed work scores no marks but the examining board can take into account extenuating circumstances

NC = not completed  
\* = extended project  
pps = papers

10. of items of work included in set work 3 3 4 4 2 paper 5 5 paper 5 \*1 pps 2 pps \*1 5 2 pps

### JAKE GOLDMAN

You have been called to this meeting by your Professor, Professor Henry Jones. This is one of a regular series of meetings which your professor calls every term in order to discuss students who appear to need particular attention. Usually these meetings go on and you are quite prepared to sit there until it has finished. Of the other people around the table, you know Hilde Mayer very well, indeed have been close friends with her; Mary Wendsbury you know only slightly; John Broadacre, the Assistant Registrar you know as one would know an Assistant Registrar; Jenny Took you really know only by sight, and you have never met the college counsellor, Tansy Summerday.

### About yourself

You are an unmarried man of 28.

### What you know of Ruth Kerwin

You know Ruth well as she has been in your seminar throughout her time at college and you have taught her directly. Her work for you throughout the first year, although not in the second, had always been first-rate and you enjoyed teaching her. Towards the end of her second term you were somewhat discomfited to notice that she stayed around after the class and talked to you a lot in a frankly flirtatious way. You find her a very attractive girl and were she not one of the students you would have been pleased and flattered by her attention but, under the circumstances, you are not entirely sure of your reaction. She has become an increasingly poor attender at your seminars, indeed you have not seen her at all for the last three weeks. She has not spoken with you in a personal manner since the last academic year and you have a suspicion that her withdrawal from your class may not be entirely unconnected with your equivocal reaction to her approaches last year. You have not mentioned that to any other members of staff of the university.

| 1st YEAR   |               |  |                     |  |  | 2nd YEAR              |  |                     |  |
|------------|---------------|--|---------------------|--|--|-----------------------|--|---------------------|--|
| ENGLISH    |               |  | GERMAN              |  |  | ENGLISH               |  | GERMAN              |  |
| Set work 1 | } Half termly |  | Set work (1st term) |  |  | Set work 6 (1st term) |  | Set work (1st term) |  |
| Set work 2 |               |  | Set work (2nd term) |  |  | Set work 7 (2nd term) |  | Set work (2nd term) |  |
| Set work 3 |               |  |                     |  |  | Exam 2                |  |                     |  |
| Set work 4 |               |  |                     |  |  | Exam 3                |  |                     |  |
| Set work 5 |               |  |                     |  |  |                       |  |                     |  |
| Exam 1     |               |  |                     |  |  |                       |  |                     |  |

|                      |    |    |           |    |    |    |    |    |    |             |    |    |    |    |    |    |
|----------------------|----|----|-----------|----|----|----|----|----|----|-------------|----|----|----|----|----|----|
| M Arnold             | 85 | 85 | 86        | 78 | 90 | 86 | 80 | 78 | 85 | 86          | 85 | 91 | 90 | 82 | 75 | 85 |
| R Bridges            | 59 | 55 | 60        | 53 | 52 | 55 | 45 | 48 | 40 | 58          | 59 | 55 | 48 | 39 | 45 | 40 |
| Emily Brontë         | 75 | 66 | 70        | 62 | 80 | 75 | 63 | 60 | 61 | 75          | 78 | 80 | 78 | 62 | 59 | 65 |
| Elizabeth B Browning | 75 | 60 | withdrawn |    |    |    |    |    |    |             |    |    |    |    |    |    |
| R Browning           | 68 | 70 | 68        | 62 | 70 | 65 | 59 | 45 | 60 | 64          | 62 | 60 | 55 | 55 | 51 | 61 |
| Emily Dickinson      | 58 | 53 | 60        | 52 | 65 | 53 | 41 | 40 | 41 | 48          | 51 | 50 | 45 | 39 | 41 | 40 |
| T Hardy              | 59 | 55 | 65        | 55 | 65 | 75 | 39 | 35 | 40 | 52          | 47 | 75 | 73 | 41 | 42 | 38 |
| G M Hopkins          | 85 | 76 | 78        | 70 | 85 | 85 | 80 | 86 | 86 | 85          | 87 | 78 | 89 | 82 | 79 | 86 |
| Ruth Kerwin          | 84 | 90 | 88        | 70 | 78 | 80 | 42 | 38 | 40 | 62          | NC | 55 | 61 | NC | 45 | 39 |
| Emily Lawless        | 48 | 53 | 60        | 55 | 45 | 50 | 48 | 55 | 60 | 43          | 49 | 40 | 42 | 39 | 41 | 45 |
| H W Longfellow       | 43 | 50 | 55        | 53 | 59 | 50 | 42 | 43 | 45 | 40          | 52 | 48 | 56 | 45 | 41 | 41 |
| Alice Meynell        | 48 | 50 | 50        | 49 | 45 | 38 | 50 | 48 | 40 | withdrew    |    |    |    |    |    |    |
| E A Poe              | 39 | 85 | 38        | 60 | NC | 74 | 38 | 39 | 70 | NC withdrew |    |    |    |    |    |    |
| Christina G Rossetti | 80 | 78 | 90        | 85 | 86 | 86 | 88 | 84 | 89 | 75          | 60 | 58 | 65 | 35 | 60 | 60 |
| A Tennyson           | 60 | 60 | 60        | 59 | 60 | 60 | 40 | 40 | 40 | 60          | 58 | 62 | 59 | 40 | 41 | 40 |
| F Tennyson           | 55 | 58 | 59        | 61 | 58 | 48 | 55 | 54 | 48 | 58          | 59 | 57 | 45 | 52 | 50 | 45 |
| W Whitman            | 35 | 37 | 42        | 72 | 40 | 38 | 38 | 35 | 32 | withdrew    |    |    |    |    |    |    |

UNIVERSITY OF BARCHESTER ENGLISH DEPARTMENT  
STUDENT MARKS

All marks converted to following scale:

|              |           |
|--------------|-----------|
| 85 and above | class 1   |
| 75-84        | class 2:1 |
| 60-74        | class 2:2 |
| 40-59        | class 3   |
| 39 and below | fail      |

Students must gain a pass in both English and German on mean score for each subject.

Within each subject for each year a failure in the mean examination marks constitutes an over all fail unless each classwork mark is above 60

Not completed work scores no marks but the examining board can take into account extenuating circumstances

NC = not completed

\* = extended project

pps = papers

UNIVERSITY OF BANCHESTER ENGLISH DEPARTMENT  
STUDENT MARKS

|                                           | 1st YEAR    |             |                         |             |             |         | 2nd YEAR            |                     |         |                       |                       |        |        |                     |                     |        |       |
|-------------------------------------------|-------------|-------------|-------------------------|-------------|-------------|---------|---------------------|---------------------|---------|-----------------------|-----------------------|--------|--------|---------------------|---------------------|--------|-------|
|                                           | ENGLISH     |             |                         |             |             |         | GERMAN              |                     | ENGLISH |                       | GERMAN                |        |        |                     |                     |        |       |
|                                           | Set work 1) | Set work 2) | Half Set work 3) termly | Set work 4) | Set work 5) | Exam 1  | Set work (1st term) | Set work (2nd term) | Exam 1  | Set work 6 (1st term) | Set work 7 (2nd term) | Exam 2 | Exam 3 | Set work (1st term) | Set work (2nd term) | Exam 2 |       |
| M Arnold                                  | 85          | 85          | 86                      | 78          | 90          | 86      | 80                  | 78                  | 85      |                       | 86                    | 85     | 91     | 90                  | 82                  | 75     | 85    |
| R Bridges                                 | 59          | 55          | 60                      | 53          | 52          | 55      | 45                  | 48                  | 40      |                       | 58                    | 59     | 55     | 48                  | 39                  | 45     | 40    |
| Emily Brontë                              | 75          | 66          | 70                      | 62          | 80          | 75      | 63                  | 60                  | 61      |                       | 75                    | 78     | 80     | 78                  | 62                  | 59     | 65    |
| Elizabeth B Browning                      | 75          | 60          | withdrawn               |             |             |         |                     |                     |         |                       |                       |        |        |                     |                     |        |       |
| R Browning                                | 68          | 70          | 68                      | 62          | 70          | 65      | 59                  | 45                  | 60      |                       | 64                    | 62     | 60     | 55                  | 55                  | 51     | 61    |
| Emily Dickinson                           | 58          | 53          | 60                      | 52          | 65          | 53      | 41                  | 40                  | 41      |                       | 48                    | 51     | 50     | 45                  | 39                  | 41     | 40    |
| T Hardy                                   | 59          | 55          | 65                      | 55          | 65          | 75      | 39                  | 35                  | 40      |                       | 52                    | 47     | 75     | 73                  | 41                  | 42     | 38    |
| G M Hopkins                               | 85          | 76          | 78                      | 70          | 85          | 85      | 80                  | 86                  | 86      |                       | 85                    | 87     | 78     | 89                  | 82                  | 79     | 86    |
| Ruth Kerwin                               | 84          | 90          | 88                      | 70          | 78          | 80      | 42                  | 38                  | 40      |                       | 62                    | NC     | 55     | 61                  | NC                  | 45     | 39    |
| Emily Lawless                             | 48          | 53          | 60                      | 55          | 45          | 50      | 48                  | 55                  | 60      |                       | 43                    | 49     | 40     | 42                  | 39                  | 41     | 45    |
| H W Longfellow                            | 43          | 50          | 55                      | 53          | 59          | 50      | 42                  | 43                  | 45      |                       | 40                    | 52     | 48     | 56                  | 45                  | 41     | 41    |
| Alice Meynell                             | 48          | 50          | 50                      | 49          | 45          | 38      | 50                  | 48                  | 40      |                       | withdrew              |        |        |                     |                     |        |       |
| E A Poe                                   | 39          | 85          | 38                      | 60          | NC          | 74      | 38                  | 39                  | 70      |                       | NC withdrew           |        |        |                     |                     |        |       |
| Christina G Rossetti                      | 80          | 78          | 90                      | 85          | 86          | 86      | 88                  | 84                  | 89      |                       | 75                    | 60     | 58     | 65                  | 35                  | 60     | 60    |
| A Tennyson                                | 60          | 60          | 60                      | 59          | 60          | 60      | 40                  | 40                  | 40      |                       | 60                    | 58     | 62     | 59                  | 40                  | 41     | 40    |
| F Tennyson                                | 55          | 58          | 59                      | 61          | 58          | 48      | 55                  | 54                  | 48      |                       | 58                    | 59     | 57     | 45                  | 52                  | 50     | 45    |
| W Whitman                                 | 35          | 37          | 42                      | 72          | 40          | 38      | 38                  | 35                  | 32      |                       | withdrew              |        |        |                     |                     |        |       |
| No. of items of work included in set work | 3           | 3           | 4                       | 4           | 2           | 1 paper | 5                   | 5                   | 1 paper |                       | 5                     | *1     | 2 pps  | 2 pps               | *1                  | 5      | 2 pps |

All marks converted to following scale:

|              |           |
|--------------|-----------|
| 85 and above | class 1   |
| 75-84        | class 2:1 |
| 60-74        | class 2:2 |
| 40-59        | class 3   |
| 39 and below | fail      |

Students must gain a pass in both English and German on mean score for each subject.

Within each subject for each year a failure in the mean examination marks constitutes an over all fail unless each classwork mark is above 60

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NC = not completed

\* = extended project

pps = papers

### HILDE MAYER

You have received a note from Professor Jones, through his secretary, asking whether you would attend a meeting in the English Department to talk about problem students. It comes at a very inconvenient time for you and you find it rather annoying. In any case you can only stay for 20 minutes and after that time you really must leave the meeting, although you haven't yet had a chance to tell Professor Jones of that fact. Of the other people in the meeting, you know Professor Jones. Jake Goldman has been a particularly close friend of yours, perhaps more so in the past than at present. Indeed last year you were just a little upset to see him on a number of occasions talking earnestly with Ruth Kerwin in the corridors and the refectories of the university. You know Mary Wendsbury, the warden of the hostel, and John Broadacre, the Assistant Registrar. Jenny Took, who is the tutor to women students since last term, you've met a number of times and get on with her very well. You have never met Tansy Summerday.

### About yourself

You are a lecturer aged 35, and in the German Department. You are married.

### What you know of Ruth Kerwin

From the beginning this girl was a pain in the neck. You were rather annoyed when you found that she was put into your seminar group in the second year, when you had rather hinted to the English Department at the end of the first year that it would perhaps be better if she were assigned to another tutor. She has been argumentative and difficult in every seminar, although she has attended them all regularly. Her written work, although obviously showing competence and grasp, has always been scrappy in the extreme, often handed in in note form rather than an essay. You feel a certain element of personal hostility, although you saw no real reason for it. At the time of hinting that you would prefer her not to be in your seminar during her second year, you had originally intended to raise the whole matter of her work as an academic problem, but at the end of the first year her departmental

examination results in the third term were so good that comment seemed a little out of place. She has continued to be a regular attender at all your seminars in the second year but her difficult attitude towards you and towards her work persists unchanged.

| 1st YEAR    |             |             |             |             |        | 2nd YEAR            |                     |                     |                     |
|-------------|-------------|-------------|-------------|-------------|--------|---------------------|---------------------|---------------------|---------------------|
| ENGLISH     |             |             | GERMAN      |             |        | ENGLISH             |                     | GERMAN              |                     |
| Set work 1) | Set work 2) | Set work 3) | Set work 4) | Set work 5) | Exam 1 | Set work (1st term) | Set work (2nd term) | Set work (1st term) | Set work (2nd term) |
|             |             |             |             |             |        |                     |                     |                     |                     |

|                      |    |    |           |    |    |    |    |    |    |             |    |    |    |    |    |    |
|----------------------|----|----|-----------|----|----|----|----|----|----|-------------|----|----|----|----|----|----|
| M Arnold             | 85 | 85 | 86        | 78 | 90 | 86 | 80 | 78 | 85 | 86          | 85 | 91 | 90 | 82 | 75 | 85 |
| R Bridges            | 59 | 55 | 60        | 53 | 52 | 55 | 45 | 48 | 40 | 58          | 59 | 55 | 48 | 39 | 45 | 40 |
| Emily Brontë         | 75 | 66 | 70        | 62 | 80 | 75 | 63 | 60 | 61 | 75          | 78 | 80 | 78 | 62 | 59 | 65 |
| Elizabeth B Browning | 75 | 60 | withdrawn |    |    |    |    |    |    |             |    |    |    |    |    |    |
| R Browning           | 68 | 70 | 68        | 62 | 70 | 65 | 59 | 45 | 60 | 64          | 62 | 60 | 55 | 55 | 51 | 61 |
| Emily Dickinson      | 58 | 53 | 60        | 52 | 65 | 53 | 41 | 40 | 41 | 48          | 51 | 50 | 45 | 39 | 41 | 40 |
| T Hardy              | 59 | 55 | 65        | 55 | 65 | 75 | 39 | 35 | 40 | 52          | 47 | 75 | 73 | 41 | 42 | 38 |
| G M Hopkins          | 85 | 76 | 78        | 70 | 85 | 85 | 80 | 86 | 86 | 85          | 87 | 78 | 89 | 82 | 79 | 86 |
| Ruth Kerwin          | 84 | 90 | 88        | 70 | 78 | 80 | 42 | 38 | 40 | 62          | NC | 55 | 61 | NC | 45 | 39 |
| Emily Lawless        | 48 | 53 | 60        | 55 | 45 | 50 | 48 | 55 | 60 | 43          | 49 | 40 | 42 | 39 | 41 | 45 |
| H W Longfellow       | 43 | 50 | 55        | 53 | 59 | 50 | 42 | 43 | 45 | 40          | 52 | 48 | 56 | 45 | 41 | 41 |
| Alice Keynell        | 48 | 50 | 50        | 49 | 45 | 38 | 50 | 48 | 40 | withdrew    |    |    |    |    |    |    |
| E A Poe              | 39 | 85 | 38        | 60 | NC | 74 | 38 | 39 | 70 | NC withdrew |    |    |    |    |    |    |
| Christina G Rossetti | 80 | 78 | 90        | 85 | 86 | 86 | 88 | 84 | 89 | 75          | 60 | 58 | 65 | 35 | 60 | 60 |
| A Tennyson           | 60 | 60 | 60        | 59 | 60 | 60 | 40 | 40 | 40 | 60          | 58 | 62 | 59 | 40 | 41 | 40 |
| F Tennyson           | 55 | 58 | 59        | 61 | 58 | 48 | 55 | 54 | 48 | 58          | 59 | 57 | 45 | 52 | 50 | 45 |
| W Whitman            | 35 | 37 | 42        | 72 | 40 | 38 | 38 | 35 | 32 | withdrew    |    |    |    |    |    |    |

No. of items of work included in set work      3   3   4   4   2 paper   5   5 paper      5 \*1 pps   2 pps   \*1   5   2 pps

UNIVERSITY OF BARCHESTER    ENGLISH DEPARTMENT  
STUDENT MARKS

All marks converted to following scale:

|              |           |
|--------------|-----------|
| 85 and above | class 1   |
| 75-84        | class 2:1 |
| 60-74        | class 2:2 |
| 40-59        | class 3   |
| 39 and below | fail      |

Students must gain a pass in both English and German on mean score for each subject.  
Within each subject for each year a failure in the mean examination marks constitutes an over all fail unless each classwork mark is above 60

Not completed work scores no marks but the examining board can take into account extenuating circumstances

NC = not completed  
\* = extended project  
pps = papers

#### MARY WENDSBURY, HOSTEL WARDEN

You were asked personally by Professor Jones, whom you know quite well, to come to one of his regular termly meetings to discuss problem students. You are always pleased to attend these meetings and be consulted when particular students are being discussed. Of the other people at the meeting, you know Jake Goldman as a nodding acquaintance, and similarly Hilde Mayer. University business has given you a good deal of contact with John Broadacre, the Assistant Registrar. Jenny Took you have known for some time. Tansy Summerday used to be a student of yours at one time.

#### About yourself

You are unmarried, aged 55, and experienced in your job as hostel warden. Your hopes of becoming tutor to women students were dashed when the job was given to Jenny Took last term.

#### What you know of Ruth Kerwin

In the first year the student was an ideal Hall member charming, contributory and eager to accept responsibility. A few weeks after the beginning of the second year she asked to change her room, which she shared with an Indian student, of quite thoughtful disposition, and to change instead to share with a young English girl, a first-year scientist, which you agreed to. Throughout this year in the Hall these two appear to have been inseparable and this worries you a bit. They have been repeatedly out very late in Barchester, and have patently declined to sign in the "out late book". Her young friend appears to be looking strained and harassed and you get the impression from her teachers that she is not doing well academically. During the last few months Miss Kerwin seems to have become an ardent feminist. She has never had obvious boyfriends around the Hall, although you have overheard other girls say that she goes around with a group of somewhat older men from a nearby government research station. There have been suggestions, though only gossip, that there is quite a lot of LSD and cannabis-taking in these circles.

JOHN BROADACRE, ASSISTANT REGISTRAR

This is one of a series of meetings which you have been attending for some terms called by Professor Jones to discuss problem students. Before coming you looked up her file and the only information in it in addition to that which has been shown on the tape is that Miss Kerwin is 22 years old, and that at the end of the first year she had a doctor's certificate from the Student Health Centre saying she was being admitted to hospital for one week for a minor operation. Your work has brought you into contact with all the other people who are present at the meeting.

About yourself

You are 30, and married, and have just begun to apply for registrar posts at other universities. You have not yet been offered any such post.

What you know of Ruth Kerwin

Your contact with her only began in the second year, when she applied for car parking permission on the campus. Facilities are restricted and not normally granted to students except under special circumstances. She got extremely angry when you explained these regulations and a week later returned with a medical certificate from the college doctor to the effect that she suffers from chronic backache and is convalescing from glandular fever she had during the summer vacation. It would be reasonable therefore, the doctor had argued, to grant her car parking facilities. You did so, although privately you would have preferred not to. Since then many of the sundry issues of student disturbance which have always fallen to you to deal with, unless they were so serious as to go to the Vice-Chancellor, seemed to have concerned Miss Kerwin. You had not felt her to be the moving force though always somehow involved.

### JENNY TOOK, TUTOR TO WOMEN STUDENTS

This is the first of Professor Jones' termly meetings to discuss problem students which you have attended. You missed the one last term as it came at a time immediately after you had been appointed and you were still feeling your way into the job. The other people at the meeting that you know are Jake Goldman, whom you only know by sight; Hilde Mayer, whom you've met a number of times and get on with very well; Mary Wendsbury, whom you have known for some time; and John Broadacre, with whom you have had contact in his capacity as Assistant Registrar. Tansy Summerday, you feel, is a person from whom you might learn a lot about student counselling.

### About yourself

You are 40, divorced after being married for some 15 years, you have lived alone for the last five and are very happy with that situation. You have no children. Your background is academic and you were appointed to be tutor to women students only at the beginning of last term. You do not yet feel yourself to be very experienced in this role.

### What you know of Ruth Kerwin

You have always found Miss Kerwin a most agreeable student and she has never come to you with any problems. You had contact with her on one or two welfare committee matters concerning various issues, and always found her sensible though always forthright and outspoken. Nothing in your direct experience of the student leads you to be worried about her and some of your colleagues' descriptions of their transactions somehow seem surprising. You can see that her strong personality might put people's backs up but you know your colleagues in the university well enough to feel that where there is smoke there may well be fire. In the first term the student's mother called on you whilst visiting her daughter, and seemed very overcoming and managing about her daughter's pastoral and academic future.

### TANSY SUMMERDAY

You have been asked to join a meeting called by Professor Henry Jones of the English Literature Department. It is to discuss problem students. Of the people round the table: you have once been formally introduced to Professor Henry Jones; you were once taught by Mary Wendsbury who is now warden of a hostel, you have seen John Broadacre the assistant registrar over the terms of your employment when you were appointed.

### About yourself

You are in your early thirties. You have recently qualified as a student counsellor. This is your first job as a counsellor - you started two weeks ago. You are attached to the Student Health Centre. You don't know any students yet.

### What you know about Ruth Kerwin

Nothing, other than what you have gleaned from the videotape (if you have seen it).

### What you know about Mary Wendsbury

You know Mary Wendsbury, a 55 year old spinster, because some years back when you were a student she was your Tutor. You know her to be a funny woman, likely to over-react to any behaviour not regarded by her as 'quite nice' (eg drug taking, homosexuality).